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ABSTRACT

Two courses, Word Processing Concepts and Word Processing Workshop, are described as part of a proposed outline for a one-year certificate program in word processing (WP) to be offered at Nassau Community College. The other courses in the program are: first semester--intermediate typing, introduction to business, data processing, and English composition; and second semester--advanced typing, business communications, machine transcription, and administrative management. For each course a catalog description, general and specific objectives, a course outline, supplementary sources and projects, and method of student evaluation are provided. Word Processing Concepts endeavors to study administrative support concepts in the organization, operation, and control of office functions, placing special emphasis on the secretary's dual role as an administrative assistant and as a correspondence secretary. Topics covered in the course include: current office practices, feasibility of word processing, organization and structure of a WP installation, equipment, reprographics, personnel, psychological implications, measurement and control, and word processing of the future. The Word Processing Workshop studies the applied use of WP procedures and equipment (automated typewriting equipment) in a simulated WP office environment, covering the total work flow of office communications. (AYC)

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# PROPOSED OUTLINE FOR A ONE-YEAR CERTIFICATE PROGRAM IN WORD PROCESSING

Prof. Arnold Rosen
Secretarial Science Department
Nassau Community College

## First Semester

| Course | | Credits |
|---|---|---|
| *SSE 202 | Intermediate Typing | 2 |
| BUS 110 | Introduction to Business | 3 |
| EDP 120 | Data Processing | 3 |
| ENG 101 | English Composition | 3 |
| **SSE 108 | Word Processing Concepts | 3 |
| | | 14 |

## Second Semester

| Course | | Credits |
|---|---|---|
| *SSE 203 | Advanced Typing | 2 |
| SSE 244 | Business Communications | 3 |
| SSE 107 | Machine Transcription | 3 |
| **SSE 109 | Word Processing Workshop | 3 |
| | ELECTIVE | 3 or 4 |
| SSE 245 | Administrative Management | 3 |
| | | 17/18 |

TOTAL CREDITS-- 31 or 32

*Students may be placed in advanced typing class based on previous typing experience.

**New Courses

JC 790 353

NASSAU COMMUNITY COLLEGE
Garden City, New York 11530

| | |
|---|---|
| Secretarial Science<br>DEPARTMENT | September, 1978<br>DATE |
| Secretarial Science<br>One-Year Certificate<br>Program in Word Processing<br>CURRICULUM | Fall<br>SEMESTER GIVEN |

| | | |
|---|---|---|
| SSE 108 - Word Processing Concepts<br>SUBJECT TITLE | 3<br>CLASS HOURS | 3<br>CREDITS |

| | | |
|---|---|---|
| Word Processing by:<br>Arnold Rosen and<br>Rosemary Fielden<br>TITLE OF TEXT | Prentice-Hall<br>PUBLISHER | 1977/1st<br>DATE AND ED. |

15 weeks
LENGTH OF SEMESTER

CATALOG DESCRIPTION

A study of modern word processing/Administrative support concepts in the organization, operation, and control of office functions. Special emphasis is given to the secretary's dual role as an administrative assistant or as a correspondence secretary. Such understanding of the concept of word processing and administrative support principles are necessary for the secretarial student for entry into and success in newly developed positions in the field of word processing.

## General Objectives

The general purposes and objectives of Word Processing Concepts are to (1) train and prepare students to work in WP/AS systems by educating them in the logic and procedures involved in word processing/ administrative support, (2) provide for an understanding of modern office systems and how it fits into the total information processing network, and (3) understand the relationship of coordinating people, equipment, and procedures in a word processing environment.

## Specific Objectives

1. To develop a thorough understanding of the role of "word processing" in the total information processing requirements of modern enterprises.

2. To develop the understanding of the role of "administrative support" as it relates to word processing and the total information processing needs of today's organizations.

3. To develop the understanding and perspective to function effectively as a member of the total systems team.

4. To develop an understanding of the variety of organizational and administrative arrangements and configurations which may be used in word processing.

5. To develop an understanding of the functions, operations, and capabilities of various word processing systems.

6. To develop an understanding of the basic principles and the procedures involved in establishing, implementing, and administrating a word processing center.

7. To develop an understanding of the various types of activities which can effectively use the application of word processing.

8. To develop the ability to implement procedures to cut costs in the various aspects of a word processing system.

9. To develop an understanding of the role of logging systems, production standards, work-measurement techniques, cost analysis techniques, systems analysis methods, procedures manuals, and work-simplification techniques.

10. To develop an understanding of the various types of word processing equipment including computers available and to develop the ability to evaluate and determine the best for particular needs.

11. To develop an understanding of the qualities, skills, and abilities an individual needs for entry into and success in the field of word processing.

12. To develop an understanding of the career opportunities in word processing and the requirements for advancement.

13. To develop an understanding of the leadership skills and qualities necessary to function as a successful word processing supervisor or manager.

14. To develop an understanding of the personnel administration functions of recruitment, selection, induction, orientation and training as applied to word processing.

15. To encourage continued self development through such activities as further education and training, association with others in professional society activities, and professional reading.

Course Outline

| WEEK | TOPIC | CHAPTER |
|---|---|---|
| 1 | INTRODUCTION | |
| | A. History<br>B. Definitions | 1 |
| 2 | CURRENT OFFICE PRACTICES | |
| | A. Impact of White-Collar Labor Force<br>B. Costs of Paperwork and Salaries | 2 |
| 3 | FEASIBILITY OF WORD PROCESSING | |
| | A. Initiating a Feasibility Study<br>B. Analyzing Typing and Administrative Functions<br>C. Forms for Word Processing Systems Study<br>1. Action Paper<br>2. Questionnaires, Tasks Lists, Work Distribution charts<br>3. Line Credit Scale | 3 |
| 4 | ORGANIZATION & STRUCTURE OF A WP INSTALLATION | |
| | A. Place of Word Processing in Organization Structure<br>B. Policies and Procedures in a WP Center | 4 |

5 EQUIPMENT

A. Selection
B. Evaluation
C. Comparative Analysis 5

6 INPUT

A. Input Equipment
B. Dictation Procedures
C. Dictators and Secretary's Responsibilities 6

7 OUTPUT

A. Output Equipment
B. Types of Documents suitable for a WP Center
C. Applications 7

8 REPROGRAPHICS

A. Copying and Cost Control
B. Duplicating and Cost Control
C. Selecting the Right Equipment
D. Centralization VS Decentralization 8

9 PERSONNEL

A. The New Role of the Secretary
B. New Job Titles
C. Selection, Training, Orientation, and Promotion
D. The WP Manager 9

10 PSYCHOLOGICAL IMPLICATIONS

A. Overcoming Resistance to Change with WP
B. The "People" Element in Conversion Plans
C. Adapting to WP
D. Emphasizing the Positive
E. Service to Users 10

11 THE WP CENTER

A. Concept of Open Landscaping
B. Environmental Factors--Lighting, Heating, and Ventilation
C. Furniture and Furnishing
D. Noise Reduction in the Center 11

12 MEASUREMENT & CONTROL

A. Establishing Work Standards
B. Measuring Employee Performance
C. Guidelines for Cost Control
D. Preparing a WP Procedures Manual
E. Streamlining Business Forms

13 ADMINISTRATIVE SUPPORT CONCEPTS

A. The Role of the Administrative Secretary 13

14 WORD PROCESSING OF THE FUTURE

A. Projections for Occupational Careers
B. Projections for Equipment Technology
C. Meeting the Information Needs of the Next Decade
D. Future Applications in Business and Education
E. Bio-Rhythms and Motivation in WP Personnel 14

Supplementary Sources and Projects

Includes Field Trips, Attendance at WP Conventions, and Guest Speakers to learn about case studies and applications in the fields of:

A. Advertising
B. Banking
C. Government
D. Insurance
E. Law
F. Manufacturing
G. Medicine
H. Publishing

Course Evaluation

| | |
|---|---|
| 4 Exams - Including Final Exam | 80% |
| Research Project | 10% |
| Case Problems and Class Participation | 10% |
| | 100% |

NASSAU COMMUNITY COLLEGE
GARDEN CITY, NY 11530

| | |
|---|---|
| Secretarial Science<br>DEPARTMENT | September, 1978<br>DATE |
| Secretarial Science<br>One-Year Certificate<br>Program in Word Processing<br>CURRICULUM | Spring<br>SEMESTER GIVEN |

| | | | |
|---|---|---|---|
| SSE 109 - Word Processing Workshop<br>SUBJECT TITLE | 2<br>CLASS HOURS | 3<br>CREDITS | 2<br>LAB HOURS |

| | | |
|---|---|---|
| Word Processing by:<br>Arnold Rosen<br>Rosemary Fielden<br>TITLE OF TEXT | Prentice-Hall<br>PUBLISHER | 1977--1st<br>DATE AND ED. |

15 Weeks
LENGTH OF SEMESTER

CATALOG DESCRIPTION

A study of the applied use of word processing procedures and equipment in a simulated word processing office environment. The total work flow of office communications will be covered from input (author origination and revision) through output (hard copy printout of storage). Using automated typewriting equipment, emphasis is placed on the satisfactory production of office documents including letters, forms of reports from machine transcription, handwritten and typewritten copy.

General Objectives

The general purposes and objectives of Word Processing Workshop are to (1) train and prepare students to work in a word processing office effectively utilizing the concepts of the word processing/ administrative support system of office organization and (2) to train students in the operation of automatic magnetic media typewriting equipment and reproduction equipment.

Specific Objectives

To develop decision making ability by being able to choose the most efficient applications and format for output production
To develop the ability to follow instructions
To develop the ability to work well with others in the word processing center and with those dealing with the center to form an effective word processing/administrative support system.
To develop the ability to work under pressure.

Vocational/Professional

To develop a marketable skill by being able to
(1) operate efficiently an automatic typewriter using magnetic media
(2) log and file materials
(3) prepare and produce materials for reproduction
(4) operate spirit, stencil and photocopying reproduction equipment.

Course Outline

WEEK

1 Orientation, introduction to course, requirements, format, setting up class organization, routine and simulation

2 Automatic typewriters--Introduction
Typewriter parts and demonstration
Typing on magnetic media--recording, error correction
Playback--character, word, line, paragraph, entire document
Typing a letter in final form

3 Automatic typewriters--continued
Logging
Centering
Hyphenation, required
Required space, backspace and carrier return
Underscoring
Stop codes
Playing back in adjust
Automatic form letters
Envelope addressing
Paragraph selection

| | |
|---|---|
| 4 | Automatic typewriters--continued<br><br>Multiple page projects<br>Reports<br>Review adjust playback<br>Skipping<br>Indented projects<br>Tabular projects |
| 5 | Automatic typewriters--continued<br>Card changes<br>Card duplication<br>Revisions and text editing |
| 6 | Reproduction techniques--introduction<br>Spirit duplication |
| 7 | Stencil duplication<br>Photocopiers |
| 8 | Machine transcription techniques |
| 9 | The "Art" of dictating--Techniques and applications |
| 10 | Supervision and human relations |
| 11 | Cost measurement and control in the word processing center |
| 12 | Career development and research project |
| 13 | Job selection, preparing resumes |
| 14 | Interviewing techniques, follow-up |
| 15 | General review and final exam |

Grading Procedures

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|---|---|
| Assignments and class projects | 60% |
| Research project | 10% |
| Examination | 30% |

Note

Workshop classes consist of a lecture-and-rotation system. Instruction and discussion periods include the entire class as a unit. Practice units and projects are completed on a rotational schedule, thus enabling the class to utilize office machines and instructional equipment in small groups. By the end of the semester, each student has completed the required subject matter and practice materials, not however in the exact sequence outlined above.